

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

December 16, 2015

9:30 am – 11:30 am

AGENDA

- I Welcome and Introductions
- II Review of the Minutes
- III Legal Entities Liaison

Bertrand Levesque
Bertrand Levesque
Bertrand Levesque

Quality Improvement

- I Social Model Program IQIP
- II Survey's November 2015
- V Hearing Impaired Services
- IV Provider Directory Changes
- VII PRO-Grievance Appeal

Dawn Dades
Margaret Faye
Gassia Ekizian
Margaret Faye/BLevesque
Margaret Faye

Quality Assurance Liaison Meeting

- I Documentation Question to the State
- II Legal Entities QA Process report
- III Lock Out Reminder
- IV Documentation Training
- V Included Diagnosis
- VI IHBIS/PRM
- VII Heads-Up Issues
- V System Review – QA Protocol

Gassia Ekizian
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Bertrand Levesque
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Margaret Faye
Gassia Ekizian
Bertrand Levesque
Bertrand Levesque

Other Issues

- I Announcements
 - a) Holiday Pot Luck
- II Adjournment

All
All
Bertrand Levesque

**Next Meeting: December 16, 2015 at Enki, 3208 Rosemead Blvd , 2nd Floor,
El Monte, Ca**

Parking at lower level only.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	12/16/2015	
Place	ENKI - 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Bertrand Levesque Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:59 am	
Members Present	Susan Lam	Almansor MH	Eka Childs	Homes for Life Foundation
	Emily Dual	Bienvenidos	Jessica Rentz	Leroy Haynes Center
	Mark Rodriguez	Bridges	Tammie Shaw	Maryvale
	Rachel Riphagen	Center for Integrated Family and Health Services	Gabriela Rhodes	McKinley Children’s Center
	Leslie Shrager	Children’s Bureau	Uyen Nguyen	Pacific Clinics
	Janae Moss	Crittenton Services	Vivian Chung Easton	Prototypes
	Paula Randle	David & Margaret Youth and Family Services	Nicole Unrein	Prototypes
	Robin Washington	DMH	Natasha Stebbins	PUSD
	Bertrand Levesque	DMH	Jennifer Lomas	PUSD
	Greg Tchakmakjian	DMH	Amanda Mackean	Rosemary
	Elizabeth Townsend	DMH - Certifications	Dawn Dades	Social Model Recovery Systems, Inc.
	Tonia Jones	DMH	Perla Pelayo	SPIRITT Family Services
	Nikki Collier	DMH	Rocio Bedoy	Tri-City MH
	Nancy Uberto	D’Veal	Keri Zehm	Tri-City MH
	Michael Olsen	ENKI	Joe Bologna	Trinity
	Gassia Ekizian	Foothill Family Services	Malcom Clayton	Violence Intervention Program
	Margaret Faye	Hathaway-Sycamores		
	Stella Tam	Heritage		
	Laura Jimenez	Hillsides		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Levesque called the meeting to order and followed with self-introductions.		
Review of Minutes	The minutes were reviewed. Corrections were requested for the attendance section. Motion to accept by Michael Olsen and seconded by Stella Tam.		
Legal Entities Liaison	The attendance sheet was passed around and attendees were asked to list the person who is their Legal Entities QA liaison for.		
Year 2015 in Review	IHBIS, ICD 10, Patient's Rights, Translations, Certifications, Client Satisfaction Surveys. In the QI Division there has been a shift in cultural competency—LGBTQ and spirituality. There have been new policies to adapt to and to apply. More changes to come for the new year.		
Social Model Program IQIP	First quarter results were shared. The goal of this project was to improve client retention. Staff are now reviewing the intake rosters throughout the month to see whether those admitted are still involved. Numbers are consistently improving. Improvement efforts include: a follow up phone call, more social skills activities, and peer run groups. The project also keeps staff motivated by showing them the impact, with team building activities, and involving them in the project and process. There is also a staff member who acts as a cheerleader to motivate the group.	Please see handouts.	
Surveys November 2015	There were 9,000 MHSIP surveys completed. This exceeds the 8,400 surveys from the last year. The surveys are scanned and then shipped out to the state.		
Hearing Impaired Services	Policy 200.2. Review it and know the parameters and that there is a procedure on how to handle these types of intakes.	Review Policy 200.2	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Provider Directory Changes	Review it to see whether it is correct by each site and the information is correct. If not, email Bertrand. New categories: Day service and Crisis Service. Contact Bertrand if you need to make changes. Depending the change, it needs to match the PFAR, so it could take several months. Once the information is verified, then it can be uploaded—before that, there is a process. January 2016—hard copies and the electronic version. More to come. Make sure the form is completed.		
PRO-Grievance Appeal	The goal is to make it easier to read and user friendly. Then it can be translated into the other languages. More updates to come.		
Documentation Question to the State	There is a discrepancy between LA county and the state. LA is following up monthly to resolve the discrepancies. More information to come.		
Legal Entities QA Process Report	Annual QA Report Legal Entities due by the end of January. Early January an email will go out. If there are any changes to the process since last submission, then include that when you submit your report. Few minor changes to the form—updated form will be sent out. Even if you provide only COS, still need to submit your policy and describe the activities. Questions can be sent to Bertrand. Emails will be sent to the CEO from Juanita Olivas.		
Lock Out Reminder	Client is in hospital/incarcerated and there is still billing and this may create problems. What a lock out is and what they can bill—only target case management—discharge planning.		
Documentation Training	One date is missing: 1/7/16. There will be one open from 9-4 at the 695 building after that.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Included Diagnosis	List has been revised as of 12/14/15. Few diagnoses that state did not include and DMH is working with the state to include those.		
IHBIS/PRM	Practitioner Registration Maintenance. It will be updated so that it feeds to IHBIS. Five agencies that are in IHBIS another five to join in February. Make sure all providers are updated in PRM. There is no answer yet on med codes.		
Heads-Up Issues	Community will be adapted for the assessment to pull out problems that will go into client treatment plan. There will be a problem list to work from. It is also expected that all providers that are a part of tracking system—SRTS (Service Request Tracking System) to receive referrals. Many agencies do an assessment and it is encouraged that after the assessment, you indicate what kind of treatment will be provided. There are texting policies that are being looked into, for example, when a client texts you and to account for HIPPA.		
System Review – QA Protocol	More information to come in February.		
QA Report	Pilot in January. Service Verification Pilot. Process to verify the services we bill for are actually happening. In San Francisco they issue a letter to clients that lists the services they received in the last three months. Once pilot is done, more information on how this will be implemented across the county.		
Announcements	<ul style="list-style-type: none"> Flash drive was left in the room after the last meeting. D'Ville and SPIRITT have open positions 		
Handouts	<ol style="list-style-type: none"> Agenda Meeting Minutes: November 10, 2015 Medi-Cal Included Outpatient and Day Service ICD-10 CM Diagnosis 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	4. Handouts from Social Model Recovery Systems 5. Documentation Training Schedule		
Next Meeting	Next Meeting is January 20, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Keri Zehm, Tri-City Mental Health